

Terms and Conditions

- Emails, texts and Facebook messages aren't responded to as fast a phone call. Please call us on 07795242445 if you have a time sensitive matter.
- Allow enough time for getting to New Quay, finding a parking space, getting to the booking office, picking up the ticket, and getting down to the boat. There is plenty to do and see in New Quay, so don't worry about getting here too early and we advise people to get here an hour before their departure time.
- Rain won't stop the trip.
- You are only booked on once payment has been made.
- We need your correct contact details, mobile number and email. If you don't have signal at your accommodation, let us know the number of where you are staying if we need to contact you.
- We need to know in advance if any of your party has any disabilities that require help getting on the boat.
- If you are driving a long way to get here, call us before you set off, or the night before.
- If you have booked a few weeks in advance, call us a few days before to double check that everything is looking good.

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- Whole boat charter – If group arrives late, waiting time is sailing time and waiting time cannot be added to the end of the trip.
- Regular trips – There are no waiting times. That means if you have purchased a ticket and arrive too late, the boat will not wait for you. Also, you will not be entitled to a refund, unless we can fill your seats with other paying passengers.
- We reserve the right to alter routes and durations of trips due to the wind or other legitimate reasons. We will, as far as possible, inform customers in a timely manner.
- We also reserve the right to cancel a trip due to the wind or other legitimate reasons. If you think there might be strong winds on the day of your sailing, please call us on 07795242445.
- By booking a ticket, you are accepting these conditions.
- There is no smoking on board any of our trips, and this includes e-cigarettes.
- If notice of cancellation is given more than 24 hours before departure we will give a full refund.
- If notification of cancellation is given less than 24 hours before departure we will give no refund.
- No refunds are offered on any of our boat trips if the passenger is late or unable to find the booking office or departure point. If you are in any doubt, call us on 07795242445. If you think you are going to be late, get in touch with us as early as possible and we will try our best to help.
- We reserve the right to alter cruise itineraries due to weather or other such extenuating circumstances.
- Our trips are sometimes held up by circumstances outside of our control, especially during busy periods, and we run late. Please be aware that this can sometimes be up to an hour. We will try our best to contact you if this is happening on the day of your tour, please give us accurate contact details and ensure your phone is switched on before the trip.
- In the very unlikely event that we cancel a trip, passengers will have the following options
 - Rebooking at no extra cost.
 - Cancel the trip for full refund
- Any decision regarding any exceptions to the stated policy will be made entirely at the sole discretion of the operator.
- Check in. you need to arrive in New Quay with plenty of time to spare.
- Incorrectly purchased tickets may be invalid. Customers requiring additional tickets on the day may buy tickets (subject to availability) from our booking office.
- Tickets are non-transferrable and no refunds will be given for unused tickets, or in the event that a passenger is unable to, or chooses not to travel.
- You and all the members of your party must conduct themselves properly at all times while on board, and must take account of their own safety and that of other passengers.
- Passengers with disabilities. You should advise us in good time whether any member of your party has any medical conditions or disability requiring any special care during embarking or whilst on a vessel. We will use every reasonable effort to assist such passengers but if we are not informed in reasonable time, we cannot be responsible for any inconvenience or costs which may arise if carriage

of that person is refused. Please call us before booking if a wheelchair user is joining us so that we can discuss appropriate trip times due to the tides.

- Passengers should consider themselves to be sufficiently medically fit to undertake a boat trip and if there is any doubt, please seek medical advice before booking.
- Model release. We occasionally take photographs & video footage of our boats and events on board which will inevitably include images of passengers. These images may be used in our marketing material which includes brochures, social media and website. We will not take photographs or film should a passenger object, just let us know.
- A booking will be provisional until we receive full payment. We will also need your name and contact details for while you are in the area, if you suspect that you don't have good signal on your mobile phone, give us as many numbers as you have, and also the number of your accommodation and your email. We have WhatsApp and you can Facetime us if you only have Wi-Fi.
- The skipper may refuse to carry any passengers or direct any passengers to disembark, where the behaviour of that person is liable to cause nuisance or offence to the other passengers or put at risk the safety of the passenger, other passengers, crew or vessel.
- Passengers are advised to limit valuables and property brought aboard to that which they can safely carry. All personal property is the passenger's responsibility and must be kept with them at all times.
- No two voyages are the same, and we cannot guarantee any particular wildlife sightings.